

Jorvik Medical Practice

Newsletter Summer 2010

Practice Manager
Mrs Dana Homer

Partners

Dr David Fair
Dr David Hartley
Dr Julia Alexander
Dr John Lockett
Dr Nicola Gill
Dr Tony Pegrum
Dr Ben Shorten

Salaried

Dr Rachel Grainger
Dr Shireen Fatheazam

GP Registrar

Dr Jennifer MacCarthy
Dr Vanessa Wright

Nurses

Alison Marshall
Jan Jones
Iffa Settle
Jo Sykes

Telephone 724343
8am – 6 pm

Surgeries from
8.30am - 6pm

Visit requests
call *before* 10.30

Results
call *after* 10.30

Prescriptions 721872
call 7am - 12noon

Urgent Out of Hours
0845 056 8060

York Hospital
631313

NHS Direct
0845 4647

Social Services York
613161

After last winter's swine flu pandemic things have been quiet on the influenza front but the new season approaches! As usual those of you in "at risk" groups (see box) will be offered vaccination. This year the vaccine will include protection against the H1N1 (swine flu) strain. The seasonal flu vaccine will also be offered to pregnant women who have not already been vaccinated against swine flu.

We will be holding drop-in sessions:

Saturday 25th September at Woolpack House
Saturday 2nd October at Southbank
Saturday 9th October at Woolpack House
Saturday 16th October at Southbank
From 9am - 11.30am

You are entitled to a Flu vaccination if you:

- ... Are aged 65 or more
- ... have diabetes or chronic heart lung kidney problems
- ... have impaired immunity
- ... are the carer for a disabled person
- ... work with poultry, especially handling live birds

New Faces – We are pleased to welcome **Sharon Roffe** who has joined our reception team. Sharon has worked at Jarvis as a Systems Administrator for 31 years and recently wanted to change her career. Her key reason for the change was her desire to work in a caring environment and the search led her to our practice. Sharon is married with two grown up children.

Dr. Jennifer MacCarthy and **Dr Vanessa Wright** will be our new GP Registrars and will join our team in August 2010. They replace **Dr Alastair Dickson** who's time with us ended prematurely due to an unfortunate cycling accident. We wish him a speedy recovery.

Physiotherapist, **Jon Ragnarsson**, is retiring shortly and we would like to thank him for excellent service provided to our patients over the past 6 years. He will be greatly missed by us all and we wish him all the very best.

01904 724343

www.jorvikmedicalpractice.co.uk

PHONE PILOT SCHEME UPDATE.....

The pilot scheme has been running for 6 weeks and we thank you for all your feedback. The new system was introduced to improve our service and to collect factual information on telephone demand from 8.00am – 6.00pm. We knew that there was high demand at 8.00am to make same day appointments. What we did not know was how many patients did not get through or abandoned their call. After discussing various options we decided to try new software enabling patients to choose **Same Day** or **Routine** appointments. We wanted to see the proportion of **routine to same day** appointment requests between 8.00 – 9.00am.

So what have we learnt? Initially, we crammed in too many messages (“Please phone for results after 10.30am.” “Did you know you can book an appointment on line?”). After your feedback we reduced the messages to one offering the choice of **Same Day** or **Routine** appointment and a reassuring message that you are in a queue and your call will be answered shortly.

We learnt some technical facts regarding various makes of phones, for example binatone phones cannot be used to select options by number press, and an American voice informs you that the chosen facility does not exist. Some patients thought that we will phone them back and others thought we had an answering machine.

What do statistics show?

The table summarises the average number of calls during the trial period. We expect call numbers in the busiest months of the year to be even higher

Day	Calls			
	Same Day 8.00am – 9.00am	Total Same Day 8.00am – 9.00am	Routine 8.00am – 9.00am	Total Routine 8.00am – 6.00pm
Monday	92	137	45	428
Tuesday	67	109	36	329
Wednesday	52	61	28	227
Thursday	56	79	24	283
Friday	55	78	21	252

What is the next step?

1. Remember, some appointments are bookable up to 3 weeks in advance. Unless you need a same day appointment phone after 9.00am and miss the phone congestion between 8.00am to 9.00am.
2. We need to continue data collection over the next few weeks to track the trend.
3. We need your continued feedback and observations either via the reception team or directly to the Practice Manager, Mrs. Dana Homer.
4. We will be reviewing our appointment system and consider changing the proportions of same day and pre bookable appointments offered.

We would like to thank you for your patience during the troubleshooting period and we will keep you informed of our progress.

Confidentiality - Please bear in mind when you phone for results on behalf of a relative or friend that we cannot give you information without the patient's consent